

2016 TOPS Best Practices

Ramp manager in brightly colored vest or shirt removes confusion for the pilots on whom they are talking to and who is controlling ramp movement.

The Heli-Safe program that monitors real time flight parameters. It can be set up to report exceedences during the flight directly to selected management personnel. N1, TQ, angle of pitch or bank etc. can all be relayed. Great tool if used appropriately.

Use of Apprentice Mechanic Program to advance individuals up to obtain their A&P licenses.

Having a dedicated safety officer on each island assures timely communication for any safety concerns to the Director of Safety and continuing dissemination of Safety related information

Pop quiz after video briefing to gauge passenger understanding.

Specific IMC recovery protocol for all tour bases which is trained in the simulator and it is located at flight following computers and on all helicopters.

Addition of “rule of 3” – three amber issues equal a red – to safety/human factors training that uses the “green, amber, red” approach to risk management.

The company tracks maintenance duty time and its fatigue management program includes a requirement that if a mechanic works longer or changes their duty day they must file a “duty deviation” form with the reason for the deviation. This allows the company to track the effectiveness of its crew scheduling.

AED device in passenger briefing area.

Including Best Practices on the Safety Reporting forms to gather day-to-day positive things employees see in the operation, shifting the focus off the negative.

Simplifying the operation by reducing the number of people requiring training. No need to devote training individuals not necessary for sensitive positions.

Conducts inadvertent IMC recovery training beyond per TOPS requirements by requiring the pilot to continue flight under the hood for approximately 20 minutes after recovering from the unusual attitude to reinforce the issues that flow from getting into IMC conditions and flying without ground reference.

Uses the "Notes" section in AIPro for a daily signoff from the person with operational control stating that the day's operations are in compliance.

Use of Prism daily risk assessment forms by all personnel at the start of each operational day.

Maintenance department holds weekly meetings with full staff on Wednesday evenings to discuss maintenance items as well as safety issues and safety training.

Quarterly safety meetings are conducted to review specific safety items and conduct an emergency drill in a tabletop discussion. For these meetings, the DOS has the pilots complete a specific topic prior to the meeting, such as in an online course (like the AOPA online safety trainings), and the topic is discussed in more depth at the meeting along with any other relevant safety topics.

Company-wide training by retained media/PR organization about issues related to use of social media.

Company manifest form provides not only the weight on the current flight, but also has a spot for a reminder/preview of what the weight is of the group they will be picking up next. They have created a very streamlined way of imparting a lot of relevant information in a small space.

Ongoing safety training throughout the season in all departments.

Adoption of Prism safety reporting program for their reporting program. This has greatly improved this program.

Creation of an internship with Embry-Riddle Aeronautical University that mentors students through the process of aviation organization development. This program satisfies the student collegiate requirements while screening potential future Papillon employees.

Company Safety Breakfast held in January 2016 at all bases to provide safety continuity during the slower season.

Creation of a Pilot of the Quarter program where a pilot is designated as such from a poll of his/her peers. The pilot receives gift cards and use of a designated parking space in front of the operations building.

Tours routes over hostile terrain where a successfully forced landing may be in question are analyzed for potential forced landing areas. These areas are designated and included in the pilot route training.

A new communication tool providing details about maintenance which would take too long to include in the MSOP.

The Maintenance Department initiated a Mechanic of the Year and Inspector of the Year program to provide an incentive for the staff and foster unity within the department.

The company provides an air-conditioned van on the line near the helipads with a supply of water for pilots to rest between flights to reduce fatigue.

Pilots are required to successfully demonstrate all training events in the curriculum prior to the annual check ride.

Use of whistles which can be heard over helicopters.

Installing and using Spider Tracks as a supplemental flight following platform provides instantaneous information on the active flights.

Tour manager overseeing social media posts and developing positive strategies to respond to negative comments.

Maintenance assigned to one mechanic to oversee transition from MSDS program to SDS program, streamlining the process and once complete will be transferred to other bases and sister companies.

The maintenance department is developing a cyclic boot for aircraft that are grounded. These are red and will have a "boot tag" that states why the aircraft is grounded.

Director of Safety has implemented the Prism program for electronic safety reporting and for the electronic daily flight risk assessments that all pilots complete at the beginning of the day.